

GrowBro CRM

Instagram & Messenger Integration Guide

Step-by-step process to connect Instagram and Facebook Messenger with a GrowBro AI agent

Purpose: This document explains how to connect Instagram and Messenger to GrowBro CRM so your selected AI agent can handle Instagram DMs and Facebook Messenger conversations automatically.

Before You Start

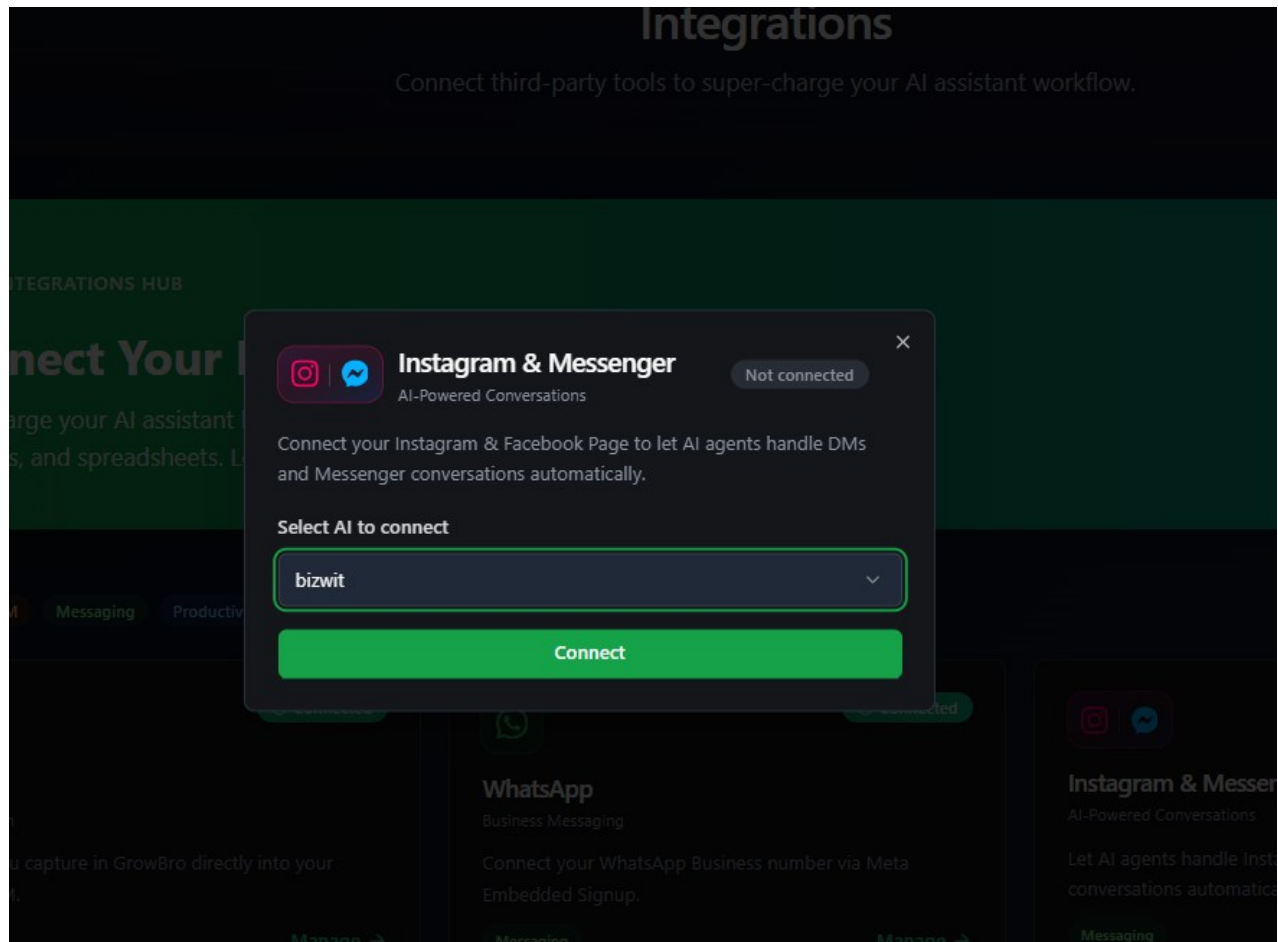
- GrowBro CRM login access.
- Facebook/Meta account login access.
- Admin access to the Facebook Page and Meta Business Portfolio.
- Instagram account connected to the selected Facebook Page.
- Correct AI agent selected inside GrowBro CRM.

Quick Step Summary

Step	Action	What to Check
1	Open Integrations and choose Instagram & Messenger	Correct AI agent is selected
2	Click Connect and log in to Facebook	Use the correct Facebook/Meta account
3	Continue with the displayed Meta account	Confirm the account name is correct
4	Select Facebook Page access	Choose the required page
5	Select Business access	Choose the right Meta Business
6	Review access permissions	Click Save only after checking permissions
7	Complete connection	Status should show connected

Step 1: Open Instagram & Messenger Integration

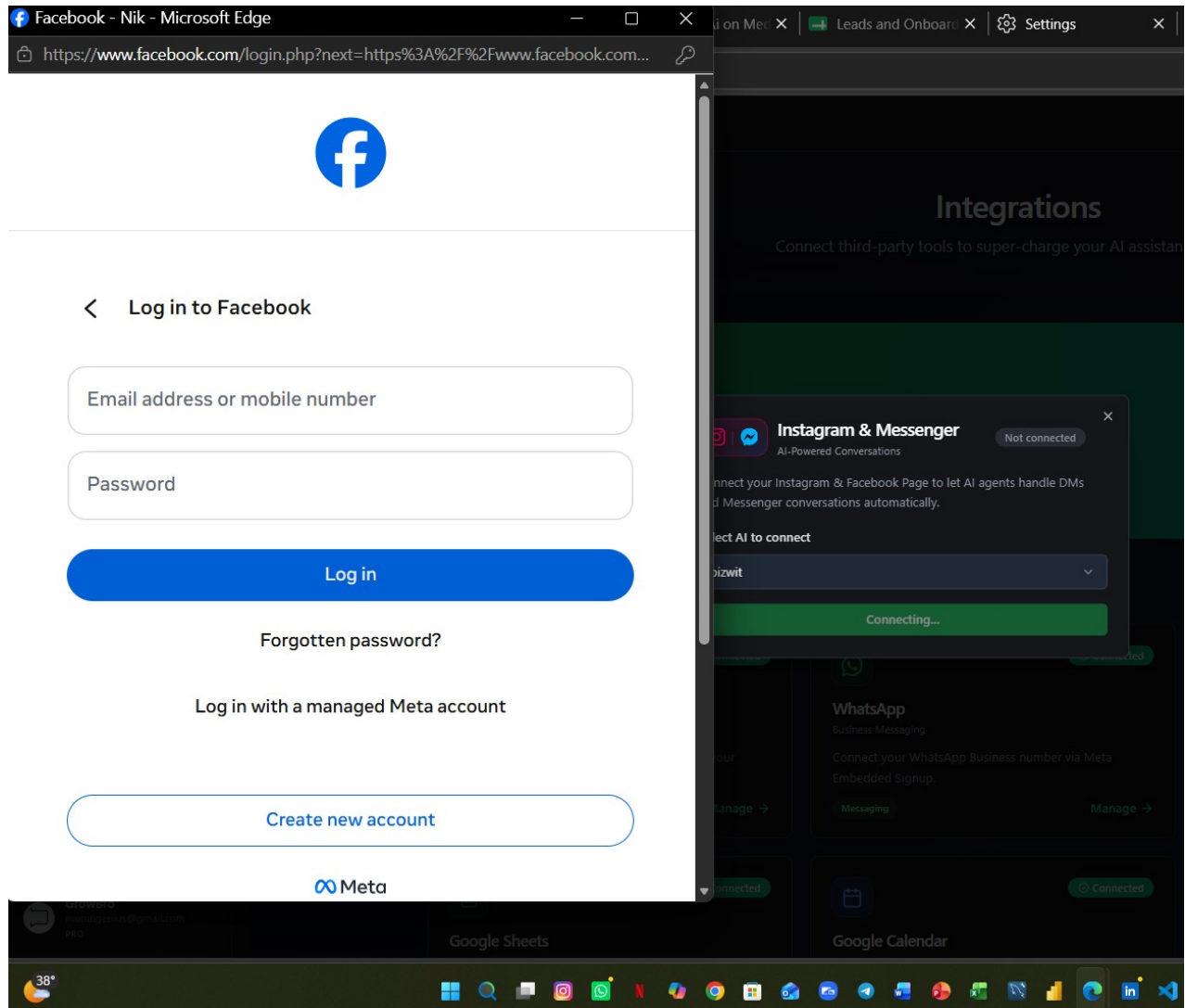
- Go to GrowBro CRM dashboard.
- Open Settings or Integrations.
- Click Instagram & Messenger.
- Select the AI agent you want to connect, for example: bizwit.
- Click Connect.



Step 1: Open Instagram & Messenger integration

Step 2: Log in to Facebook

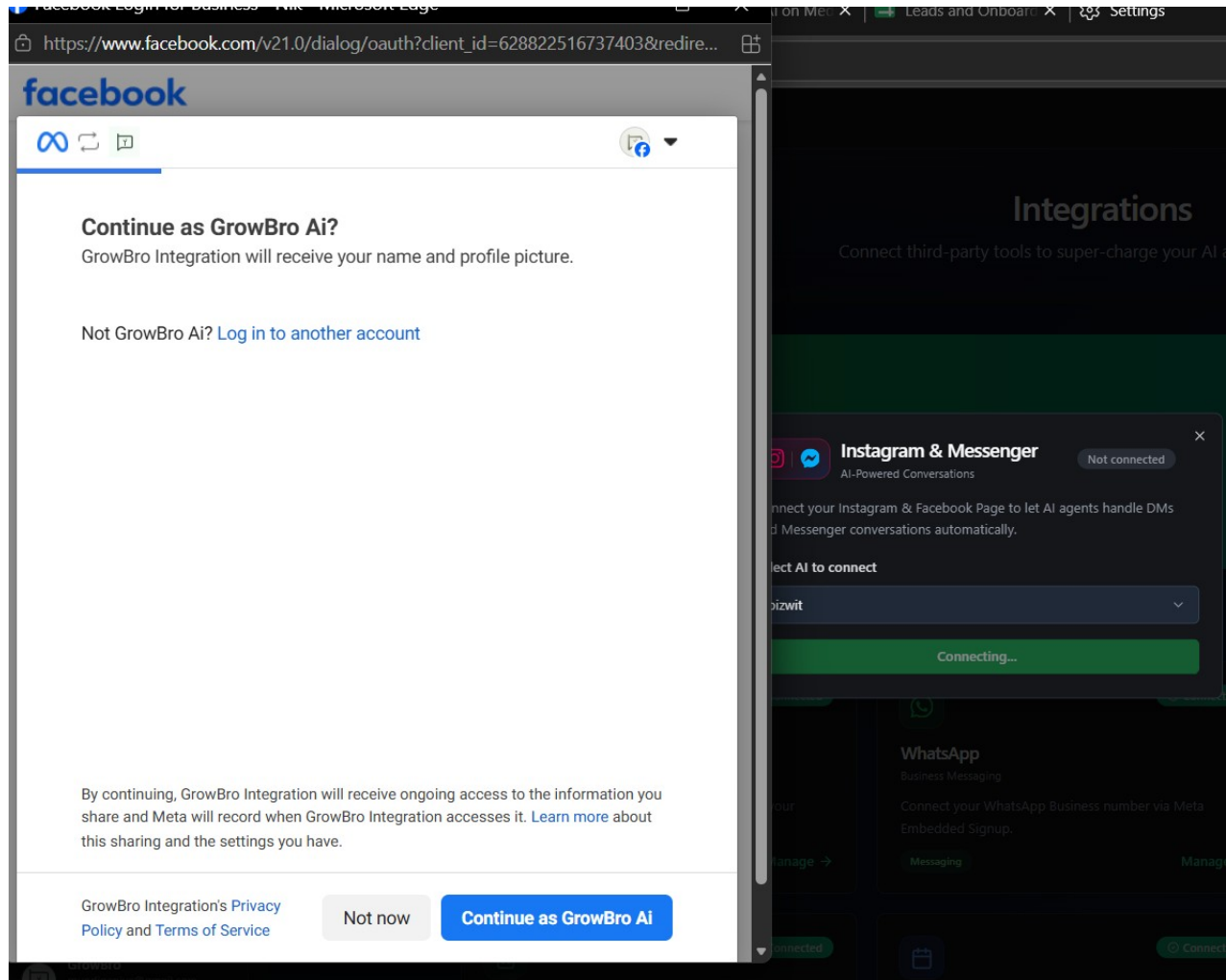
- A Facebook login popup will open.
- Enter the Facebook email/mobile number and password.
- Click Log in.
- Use the account that has admin access to the required Facebook Page and Instagram account.



Step 2: Facebook login window opens

Step 3: Continue With the Correct Meta Account

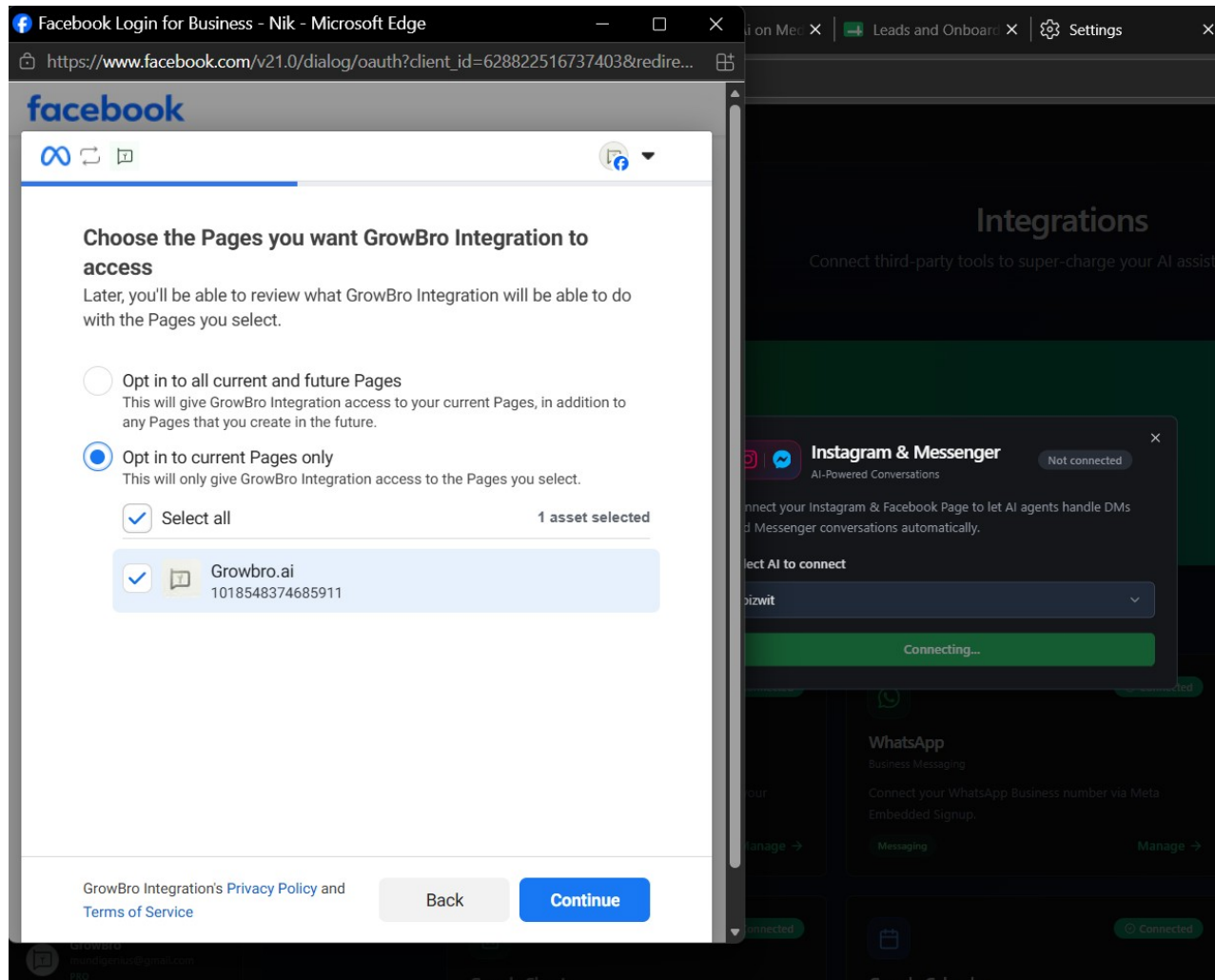
- Facebook will ask to continue as the logged-in account.
- Check the account name carefully.
- Click Continue as GrowBro Ai, or choose another account if needed.



Step 3: Continue with the correct Meta account

Step 4: Choose the Facebook Page

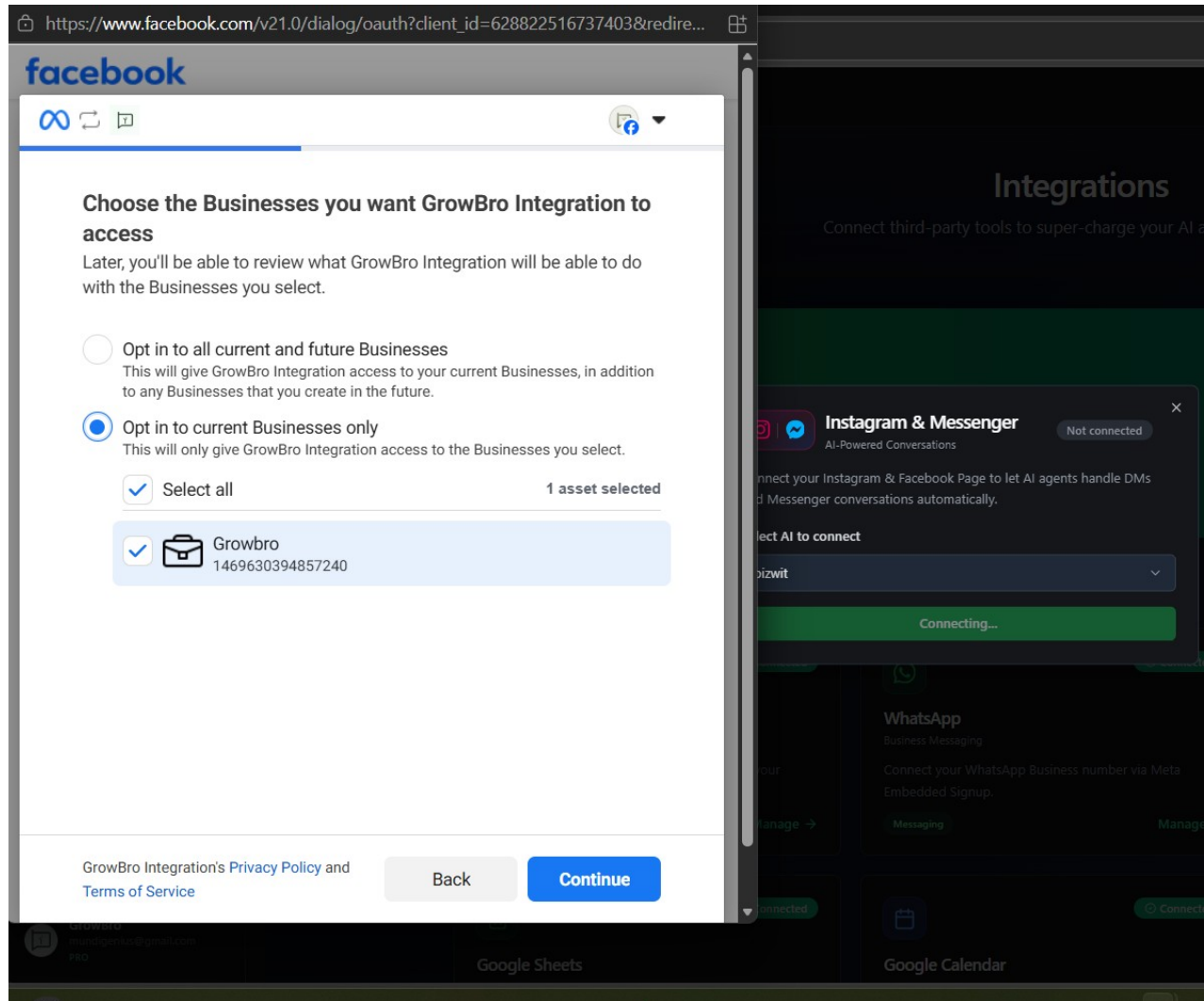
- Select Opt in to current Pages only for controlled access.
- Tick the Facebook Page you want GrowBro CRM to access.
- Click Continue.
- You can select all only when all pages should be connected.



Step 4: Select the Facebook Page

Step 5: Choose the Meta Business

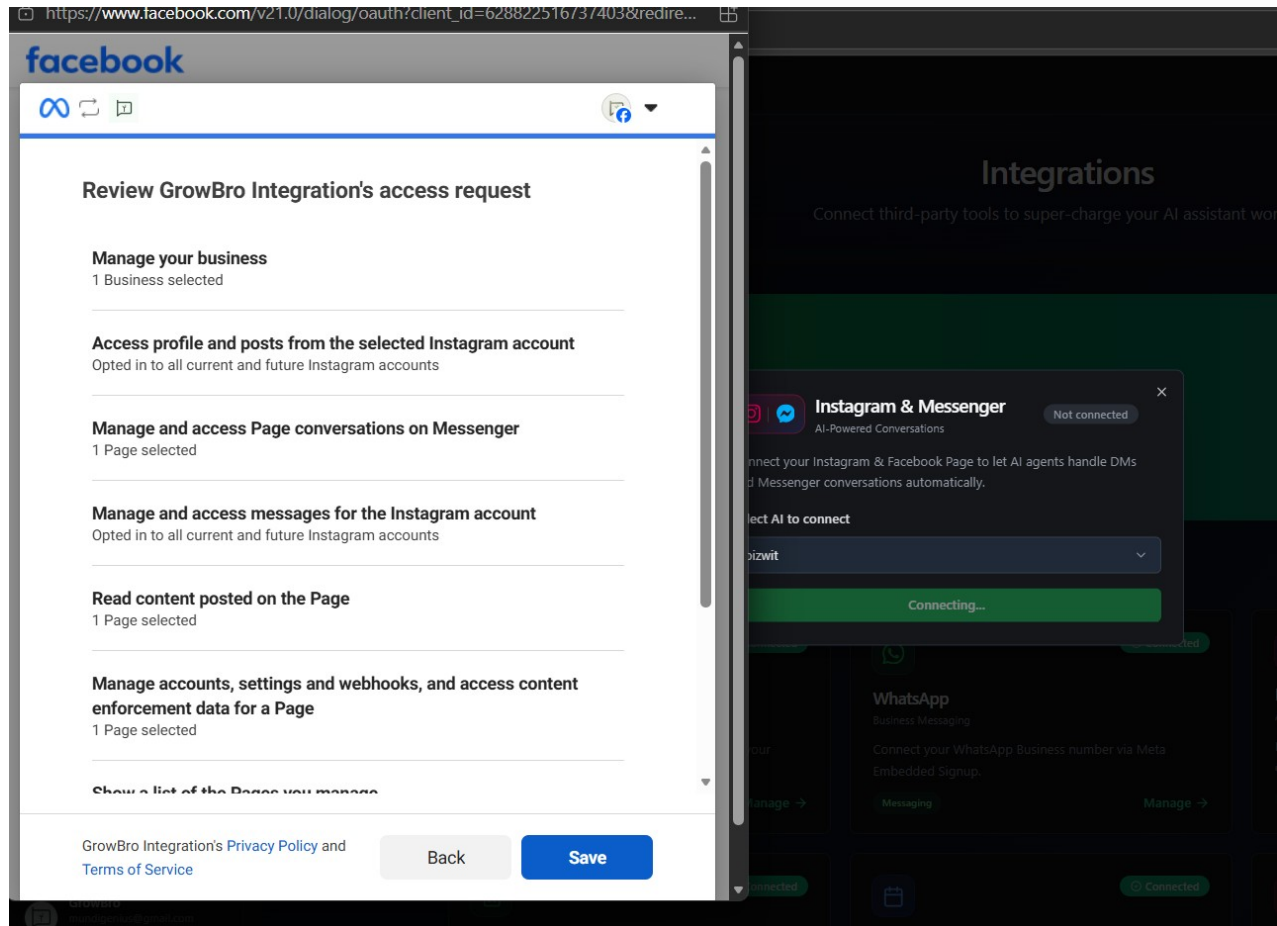
- Select Opt in to current Businesses only.
- Tick the correct Meta Business portfolio.
- Click Continue.



Step 5: Select the Meta Business

Step 6: Review Permissions and Save

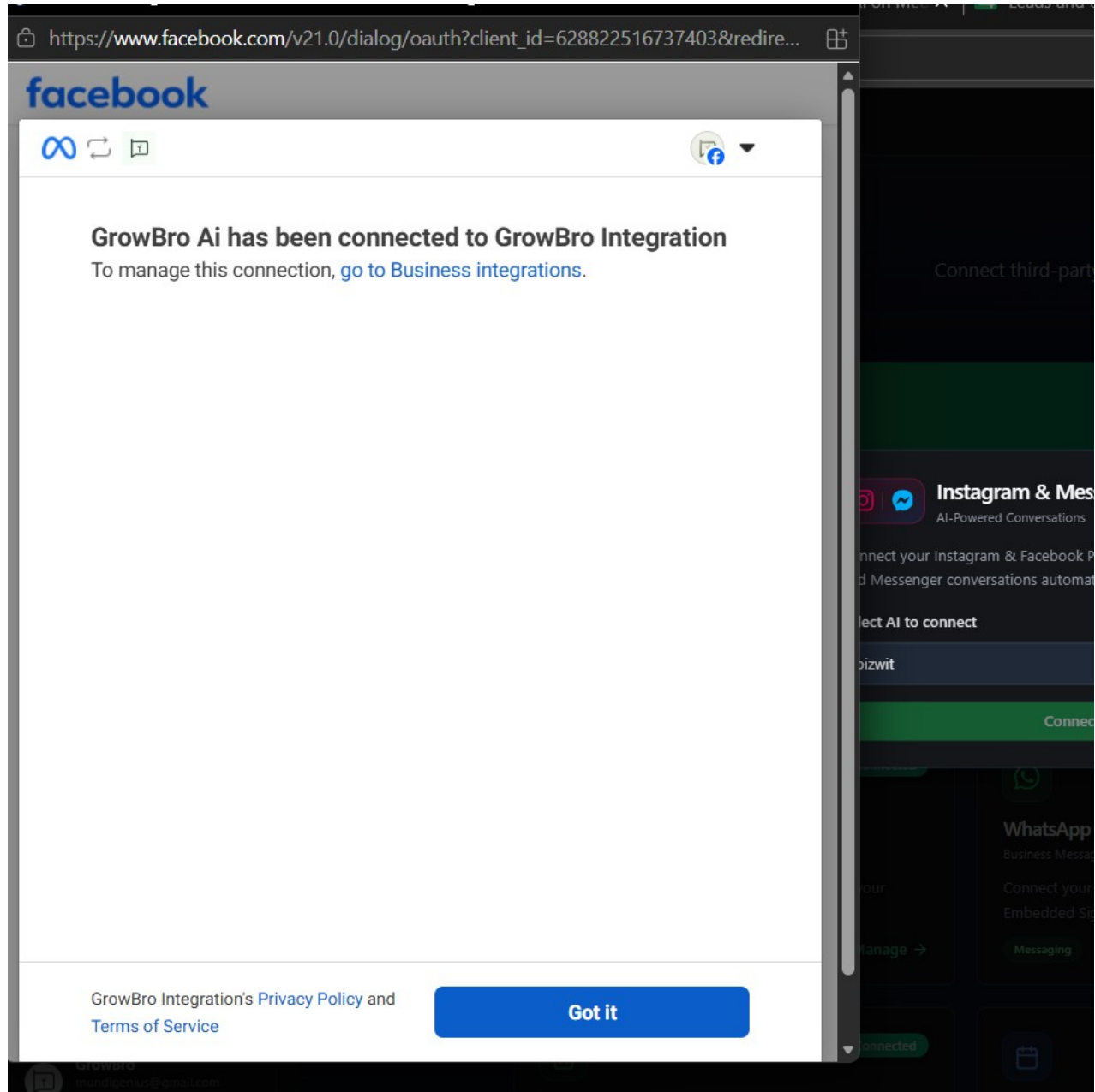
- Review all permissions shown by Meta.
- Confirm the selected Page and Business are correct.
- Click Save to allow GrowBro Integration access.



Step 6: Review access permissions and save

Step 7: Finish the Connection

- After saving, Facebook will show that GrowBro Ai has been connected to GrowBro Integration.
- Click Got it.
- Return to GrowBro CRM and wait for the integration status to update.



Step 7: Confirm connection is complete

Final Checklist

- ☐ Instagram & Messenger card shows Connected in GrowBro CRM.
- ☐ Correct AI agent is selected.
- ☐ Correct Facebook Page is connected.
- ☐ Correct Meta Business is connected.
- ☐ Test message from Instagram DM is received by the AI agent.
- ☐ Test message from Facebook Messenger is received by the AI agent.

Common Issues and Fixes

Issue	Fix
Facebook login not opening	Allow browser popup and retry Connect.
Page not visible	Check Facebook Page admin access and Instagram connection.
Business not visible	Check Meta Business admin permission.
Connection stuck on Connecting	Refresh GrowBro CRM after completing Meta steps.
Messages not coming to AI	Reconnect integration and test again from another Instagram/Facebook account.

Note: Do not share Facebook passwords, OTPs, or admin credentials in chat. The business owner should complete Meta login and permission approval directly.